

ABSTRACT

A text centre takes in telephonic text message calls. The text centre determines the target address(es) of the calls, and the identity of the target address(es) in each case is recorded in the text centre against a telephone call centre or call centres. The text messages are then sent to the call centre or call centres corresponding to the target address(es). For each call centre the text message calls received there are processed such that a future return call time is assigned to each of the text message calls. For each text message call the call centre concerned automatically forwards a return text message to the telephone concerned, the return text message contains details of when a return telephonic voice call will be made from the call centre to the holder of the telephone. The return voice calls are then made.